

G.A.I.C.
Meeting Minutes
July 20, 2005

Attendees: *Gwen Thorpe, Rita Cox, Michelle Zuhlke, Brian Pillard, Doug Thomas, and Terry Lowe*

Approval of Minutes

May and June minutes were approved as distributed.

Statistics

In June we hit a significant milestone of 10 million hits. Some platforms were down. The Public Works Cam was the exception to the rule as those hits were up significantly (67%). The County Clerk also had an increase of 152%. Planning was also up 108%.

The multiprise, (mainframe), had over 1.8 million hits. with the Assessor and Deeds Systems accounting for nearly 1.6 million of those hits. There were nearly 1.2 million images accessed with over 549,313 being Assessor photos and over 600,000 IMS maps being loaded. The CJIS platform had an all time high of 639,443 hits. Terry explained that the traffic cam was reason for the high number. The traffic cam kept refreshing itself, and counting each time it refreshed as a hit on the server. Terry will make sure that the refresh rate will be adjusted. Lastly, there were 23,395 contractor hits on the Building and Safety secured web site. The total user sessions were down in June to just over 392,000.

ePayments

Epos is now working and accepting all forms of revenue. Nearly \$56,000 was collected via Epos in June. We state on the website that depending on payment there may be a fee imposed by your financial institution. The website will need to clarify this statement further. In addition, another \$38,000 was collected via Verisign, (the old payment method).

Web Applications

The ACTION (Acting with Citizen To Improve Our Neighborhoods) presentation was given last week to the Mayor and Neighborhood Association. This website would be an avenue for citizens to take complaints to the correct department, have the department follow-up and resolve issues and track the department steps through closure on said complaint. The website is password protected and only involved individuals have the ability to read any documents associated with their specific complaint. There are two different types of complaints: One, submit a request for service anonymously without follow-up or two, when you want follow-up you will be given password information.

Orion/Eagle

This was originally set for role out in early August but it appears it will probably be pushed back a bit as no training or information has been made available to the corporate users.

Next Meeting

August 17, 2005